

12/04/00

12/04/00

12/04/00

12-06-00

A

PTO/SB/05 (08-00)

Approved for use through 10/31/2002. OMB 0651-0032

U.S. Patent and Trademark Office, U.S. DEPARTMENT OF COMMERCE

Please type a plus sign (+) inside this box → ⊕

Under the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number.

**UTILITY  
PATENT APPLICATION  
TRANSMITTAL**

(Only for new nonprovisional applications under 37 CFR 1.53(b))

Attorney Docket No.

P3353D1

First Inventor

Yuri Shtivelman et al.

Title

Method for Estimating Telephony System-Queue Waiting  
Time in an Agent Level Routing Environment

Express Mail Label No.

EL573446322US

**APPLICATION ELEMENTS**

See MPEP chapter 600 concerning utility patent application contents.

1. ☒ Fee Transmittal Form (e.g., PTO/SB/17)  
(Submit an original and a duplicate for fee processing)
2. ☐ Applicant claims small entity status.  
See 37 CFR 1.27.
3. ☒ Specification [Total Pages 27 ]  
(preferred arrangement set forth below)
- Descriptive title of the invention
  - Cross Reference to Related Applications
  - Statement Regarding Fed sponsored R & D
  - Reference to sequence listing, a table, or a computer program listing appendix
  - Background of the Invention
  - Brief Summary of the Invention
  - Brief Description of the Drawings (if filed)
  - Detailed Description
  - Claim(s)
  - Abstract of the Disclosure
4. ☒ Drawing(s) (35 U.S.C. 113) [Total Sheets 3 ]
5. Oath or Declaration [Total Pages      ]
- a. ☐ Newly executed (original or copy)
- b. ☒ Copy from a prior application (37 CFR 1.63 (d))  
(for continuation/divisional with Box 17 completed)
- i. ☐ **DELETION OF INVENTOR(S)**  
Signed statement attached deleting inventor(s)  
named in the prior application, see 37 CFR  
1.63(d)(2) and 1.33(b).
6. ☐ Application Data Sheet. See 37 CFR 1.76

**ADDRESS TO:**Assistant Commissioner for Patents  
Box Patent Application  
Washington, DC 20231

7. ☐ CD-ROM or CD-R in duplicate, large table or  
Computer Program (Appendix)
8. Nucleotide and/or Amino Acid Sequence Submission  
(if applicable, all necessary)
- a. ☐ Computer Readable Form (CRF)
- b. Specification Sequence Listing on:
- i. ☐ CD-ROM or CD-R (2 copies); or
- ii. ☐ paper
- c. ☐ Statements verifying identity of above copies

**ACCOMPANYING APPLICATION PARTS**

9. ☐ Assignment Papers (cover sheet & document(s))
10. ☐ 37 CFR 3.73(b) Statement ☒ Power of  
(when there is an assignee) Attorney
11. ☐ English Translation Document (if applicable)
12. ☐ Information Disclosure ☐ Copies of IDS  
Statement (IDS)/PTO-1449 Citations
13. ☐ Preliminary Amendment
14. ☒ Return Receipt Postcard (MPEP 503)  
(Should be specifically itemized)
15. ☐ Certified Copy of Priority Document(s)  
(if foreign priority is claimed)
16. ☒ Other: Check for fees

17. If a CONTINUING APPLICATION, check appropriate box, and supply the requisite information below and in a preliminary amendment,  
or in an Application Data Sheet under 37 CFR 1.76:☐ Continuation ☒ Divisional ☐ Continuation-in-part (CIP)of prior application No 09/209,306

Prior application information

Examiner M TranGroup / Art Unit 2731For CONTINUATION OR DIVISIONAL APPS only: The entire disclosure of the prior application, from which an oath or declaration is supplied under  
Box 5b, is considered a part of the disclosure of the accompanying continuation or divisional application and is hereby incorporated by reference.  
The incorporation can only be relied upon when a portion has been inadvertently omitted from the submitted application parts.**18. CORRESPONDENCE ADDRESS**☒ Customer Number or Bar Code Label

24739

or ☐ Correspondence address below

Name

Address

City

State

Zip Code

Country

Telephone

Fax

Name (Print/Type)

Donald R. Boys

Registration No. (Attorney/Agent)

35,074

Signature

Date 12/04/2000

Burden Hour Statement. This form is estimated to take 0.2 hours to complete. Time will vary depending upon the needs of the individual case. Any comments on  
the amount of time you are required to complete this form should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, Washington, DC  
20231. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Assistant Commissioner for Patents, Box Patent Application,  
Washington, DC 20231.

12/04/00  
09/730416  
12/04/00

Variable	Mean	Standard Deviation	Minimum	Maximum
Age	34.5	10.2	22	55
Gender	0.5	0.5	0	1
Marital Status	0.6	0.5	0	1
Education	12.5	1.5	10	15
Income	3500	1500	1000	7000
Health	0.8	0.2	0	1
Smoking	0.3	0.5	0	1
Alcohol	0.2	0.4	0	1
Exercise	0.4	0.5	0	1
Stress	0.6	0.5	0	1
Sleep	0.7	0.3	0	1
Diet	0.5	0.5	0	1
Work	0.8	0.2	0	1
Family	0.6	0.5	0	1
Friends	0.7	0.4	0	1
Hobbies	0.5	0.5	0	1
Travel	0.4	0.5	0	1
Volunteering	0.3	0.5	0	1
Religion	0.5	0.5	0	1
Politics	0.4	0.5	0	1
Environment	0.6	0.5	0	1
Technology	0.7	0.4	0	1
Art	0.3	0.5	0	1
Music	0.4	0.5	0	1
Gardening	0.2	0.4	0	1
Fishing	0.1	0.3	0	1
Reading	0.6	0.5	0	1
Writing	0.3	0.5	0	1
Learning	0.5	0.5	0	1
Teaching	0.2	0.4	0	1
Managing	0.4	0.5	0	1
Leading	0.3	0.5	0	1
Organizing	0.5	0.5	0	1
Planning	0.4	0.5	0	1
Executing	0.6	0.4	0	1
Evaluating	0.5	0.5	0	1
Monitoring	0.4	0.5	0	1
Controlling	0.3	0.5	0	1
Communicating	0.6	0.4	0	1
Collaborating	0.5	0.5	0	1
Networking	0.4	0.5	0	1
Presenting	0.3	0.5	0	1
Facilitating	0.2	0.4	0	1
Mediating	0.1	0.3	0	1
Conflict Resolution	0.2	0.4	0	1
Team Building	0.3	0.5	0	1
Project Management	0.4	0.5	0	1
Time Management	0.5	0.5	0	1
Resource Management	0.4	0.5	0	1
Quality Management	0.3	0.5	0	1
Risk Management	0.2	0.4	0	1
Change Management	0.1	0.3	0	1
Leadership Development	0.2	0.4	0	1
Organizational Development	0.3	0.5	0	1
Human Resources Management	0.4	0.5	0	1
Finance Management	0.5	0.5	0	1
Marketing Management	0.6	0.4	0	1
Sales Management	0.7	0.3	0	1
Operations Management	0.8	0.2	0	1
Production Management	0.9	0.1	0	1
Logistics Management	0.8	0.2	0	1
Supply Chain Management	0.7	0.3	0	1
Procurement Management	0.6	0.4	0	1
Inventory Management	0.5	0.5	0	1
Warehouse Management	0.4	0.5	0	1
Transportation Management	0.3	0.5	0	1
Customer Service Management	0.2	0.4	0	1
Product Development Management	0.1	0.3	0	1
Research and Development Management	0.2	0.4	0	1
Quality Assurance Management	0.3	0.5	0	1
Compliance Management	0.4	0.5	0	1
Legal Management	0.5	0.5	0	1
Public Relations Management	0.6	0.4	0	1
Media Management	0.7	0.3	0	1
Advertising Management	0.8	0.2	0	1
Promotions Management	0.9	0.1	0	1
Event Management	0.8	0.2	0	1
Conferences Management	0.7	0.3	0	1
Trade Shows Management	0.6	0.4	0	1
Networking Events Management	0.5	0.5	0	1
Workshops Management	0.4	0.5	0	1
Seminars Management	0.3	0.5	0	1
Webinars Management	0.2	0.4	0	1
Podcasts Management	0.1	0.3	0	1
YouTube Management	0.2	0.4	0	1
Instagram Management	0.3	0.5		

Title of Case: **Method for Estimating Telephony System-Queue Waiting Time in an Agent Level Routing Environment**

1. Utility patent application transmittal.
2. 27 sheets of specification.
3. 3 sheets of drawings.
4. Fee transmittal.
5. Duplicate fee transmittal.
6. Declaration and Power of Attorney.
7. Check for fees in the amount of \$710.00.
8. Certificate of express mailing.
9. Postcard listing contents.

(Signature of person mailing papers or fee)

# FEE TRANSMITTAL for FY 2001

Patent fees are subject to annual revision.

TOTAL AMOUNT OF PAYMENT (\$ ) 710.00

## Complete if Known

Application Number	NA
Filing Date	12/04/2000
First Named Inventor	Yuri Shtivelman et al.
Examiner Name	M Tran
Group Art Unit	2731
Attorney Docket No.	P3353D1

## METHOD OF PAYMENT

1. ☐ The Commissioner is hereby authorized to charge indicated fees and credit any overpayments to
- Deposit Account Number
- Deposit Account Name
- ☐ Charge Any Additional Fee Required Under 37 CFR 1.16 and 1.17
- ☐ Applicant claims small entity status See 37 CFR 1.27
2. ☒ Payment Enclosed:
- ☒ Check ☐ Credit card ☐ Money Order ☐ Other

## FEE CALCULATION

### 1. BASIC FILING FEE

Large Entity Fee Code (\$)	Small Entity Fee Code (\$)	Fee Description	Fee Paid
101 710	201 355	Utility filing fee	710.00
106 320	206 160	Design filing fee	
107 490	207 245	Plant filing fee	
108 710	208 355	Reissue filing fee	
114 150	214 75	Provisional filing fee	

SUBTOTAL (1) (\$ ) 710.00

### 2. EXTRA CLAIM FEES

Total Claims 8 -20\*\* = 0 X 18 = 0.00

Independent Claims 3 - 3\*\* = 0 X 80 = 0.00

Multiple Dependent  = 0.00

Large Entity Fee Code (\$)	Small Entity Fee Code (\$)	Fee Description
103 18	203 9	Claims in excess of 20
102 80	202 40	Independent claims in excess of 3
104 270	204 135	Multiple dependent claim, if not paid
109 80	209 40	** Reissue independent claims over original patent
110 18	210 9	** Reissue claims in excess of 20 and over original patent

SUBTOTAL (2) (\$ ) 0.00

\*or number previously paid, if greater, For Reissues, see above

## FEE CALCULATION (continued)

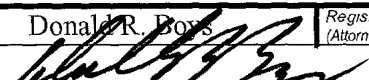
### 3. ADDITIONAL FEES

Large Entity Fee Code (\$)	Small Entity Fee Code (\$)	Fee Description	Fee Paid
105 130	205 65	Surcharge - late filing fee or oath	
127 50	227 25	Surcharge - late provisional filing fee or cover sheet	
139 130	139 130	Non-English specification	
147 2,520	147 2,520	For filing a request for ex parte reexamination	
112 920*	112 920*	Requesting publication of SIR prior to Examiner action	
113 1,840*	113 1,840*	Requesting publication of SIR after Examiner action	
115 110	215 55	Extension for reply within first month	
116 390	216 195	Extension for reply within second month	
117 890	217 445	Extension for reply within third month	
118 1,390	218 695	Extension for reply within fourth month	
128 1,890	228 945	Extension for reply within fifth month	
119 310	219 155	Notice of Appeal	
120 310	220 155	Filing a brief in support of an appeal	
121 270	221 135	Request for oral hearing	
138 1,510	138 1,510	Petition to institute a public use proceeding	
140 110	240 55	Petition to revive - unavoidable	
141 1,240	241 620	Petition to revive - unintentional	
142 1,240	242 620	Utility issue fee (or reissue)	
143 440	243 220	Design issue fee	
144 600	244 300	Plant issue fee	
122 130	122 130	Petitions to the Commissioner	
123 50	123 50	Petitions related to provisional applications	
126 240	126 240	Submission of Information Disclosure Stmt	
581 40	581 40	Recording each patent assignment per property (times number of properties)	
146 710	246 355	Filing a submission after final rejection (37 CFR § 1.129(a))	
149 710	249 355	For each additional invention to be examined (37 CFR § 1.129(b))	
179 710	279 355	Request for Continued Examination (RCE)	
169 900	169 900	Request for expedited examination of a design application	

Other fee (specify) \_\_\_\_\_

\* Reduced by Basic Filing Fee Paid SUBTOTAL (3) (\$ ) 0.00

## SUBMITTED BY

Name (Print/Type)	Donald R. Boys	Registration No (Attorney/Agent)	35074	Telephone	(831) 726-1457
Signature				Date	12/04/2000

WARNING: Information on this form may become public. Credit card information should not be included on this form. Provide credit card information and authorization on PTO-2038.

Burden Hour Statement. This form is estimated to take 0.2 hours to complete. Time will vary depending upon the needs of the individual case. Any comments on the amount of time you are required to complete this form should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, Washington, DC 20231. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Assistant Commissioner for Patents, Washington, DC 20231.